

Rosenberg Corey

From: Johanna
Sent: Thursday, May 04, 2017 2:35 PM
To: SHS Exhibits
Subject: please vote no on HB 2004-A

Dear lawmakers –

I urge you to oppose HB 2004-A

I am a recent landlord/owner in Oregon for a few years now. My experience has been property managers and tenants both take advantage of owners. It feels like owners get it from both sides and have little or no recourse.

- Property managers charge multiple times for same things, do not properly fix or charge tenant etc., as long as they get paid, their service people stay paid they do not often care about quality of repairs or even finding all the damages when tenants move out;
- Tenants damage property, cause disturbances to other tenants, have people living with them unreported, and hard to prove some of the items.
- other tenants are reluctant to say anything about neighbors so taking away no cause evictions, would not motivate other tenants to step forward as they do not want to be involved.
- Please do not remove no cause evictions as it just takes away, the little remedy an owner can do.

Some examples of damage is dogs damaging (peeing on HVAC system outside causing damage / degradation to unit – subfloor, sheetrock, damage to Formica counters (2-3” chips/holes made) or carpeting, or paint - it just becomes normal wear and tear and owner eats cost. Half the time property managers do not even note it in their move out’s and then when owner does visit property, usually after the 30 day deposit refund period, it is too late to go after the tenant.

- IDEA: There should be some rules on this, so that owners / property managers can go after tenants after this 30 day period. I have eaten at least \$20,000-\$30,000+ due to property manager and tenant negligence.

Owner expenses go up each year and often owners do not pass these costs along to help tenants during difficult times but maybe do need to adjust in a future year; however, by limiting increases to just 5% the law would take away this discretionary latitude and would force owners to go up 5% per year. This would have opposite effect.

Please note, it is hard for owners to have much say at all as it is and if owner does move forward on issue, usually after an extended period, the rules / courts etc often side with tenants; owners have to do every little crossing of t's correctly even if not affecting issue, so owners should be shown same leniency or latitude as tenants.

IDEA: Please consider making it easier for owners to be responsive to tenants – allow email and texting, if agreed to in contract with specific numbers and emails, so that it is legally allowed in court. I have some language on this if you would like.

This has largely not been a profitable venture for me to date because of issues with property managers and tenants. So, I do not understand why everyone thinks owners have these deep pockets. We are people just trying to get by too. Some of us care for our tenants, paint the place, buy them x-mas cookies and door mats and are super responsive to issues and, me, I am even proactive on repairs, etc. And, as owners, this is our ‘home’ too and we should actually have some latitude in ‘who’ we rent to, not the other way around. We are not a housing program run by the

government, but we are individuals who care about the cleanliness, safety and structural integrity of our homes that we allow others to occupy; owners should have MORE say, not less say about who lives there.

IDEA: Regarding property managers, I would strongly encourage that laws are changed so that owners 'stay in the process' to the very end when complaints are made to the Real Estate Board or Rental Housing Association; what currently happens is that owners can make a complaint, but after that the owners are out of the loop, leaving a property manager to provide their own 'story' of what happened without owner corroboration. Both property manager and owner should be involved until resolution of matter. As it is now, why bother reporting anyone – property managers can spin their own story and who would be there to say differently? Property managers should be held more accountable; as laws are now, they essentially have 'no' responsibility and it all rolls up hill to the 'owner'.

Please do not take away the little latitude with no cause evictions or rent increases owners have to keep their places neat and tidy and quiet for all to enjoy their homes.

Thank you for your time. Would be happy to discuss.

Johanna

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